

## Collectively Camberley Ltd (CCL) Complaints Procedure

Stage 1 : Complaint received my CCL Team  
*Dealt with by BID Manager via email*

Stage 2 : Complaint escalated to CCL Chair  
*Dealt with by CCL Chair via email*  
*If dealt with in person, CCL Chair and one other Director will attend*

Stage 3 : Complaint reviewed by CCL Vice Chair(s)  
*Dealt with by CCL Vice Chair via email*  
*If dealt with in person, CCL Vice Chair and one other Director will attend*

Stage 4 : Complaint reviewed by Board of Directors  
*Board of Directors meet to discuss complaint*  
*(with or without complainant at their discretion)*  
*and agree next stage or closure*

Stage 5 : Complaint outcome in formal letter sent

*Most complaints will be resolved within stage 1 or 2. The process of each stage is subject to change and at the discretion of the CCL team and Directors.*

*Review Date: 14/12/2022*